

CITY OF ATLANTA GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Police Communications Dispatcher, Senior

Date: 1995

Purpose of Job

The purpose of this job is to perform radio communication dispatch and telecommunication duties for an assigned department. Duties include, but are not limited to: communicating effectively with city and county police officers, units and EMS personnel and maintaining their status to ensure safety; answering multiple telephone lines and dispatching as required; handling emergency and fast-paced situations; providing the general public with information and assistance; and maintaining a variety of records, files and logs.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Work Delegation:

- Occasionally supervises, directs and evaluates assigned staff/trainees, handling employee concerns and problems, directing work, counseling, disciplining and assisting in completing employee performance appraisals.
- May organize, prioritize and distribute work assignments to subordinate dispatch personnel/trainees; works to meet the goals and objectives of the department.

Communication:

- Communicates effectively and coherently over law enforcement and police radio channels initiating and responding to calls; issues case numbers; notifies others, such as wreckers, cabs and utilities, when services are requested/required.
- Takes and relays messages to officers or other divisions such as the Atlanta Fire Department, Fulton County EMS, EPA/EPD, Red Cross, etc.
- Provides the general public with directions and referrals, answers to citizen complaints and concerns and any other information requested regarding the community or situation.

- Contacts various utility companies to resolve problems such as gas detection, power failures, etc.; contacts telephone companies for assistance in obtaining address of distressed callers.
- Notifies supervisor of critical situations and of problems with communications equipment.
- Answers the telephone; provides information, advice and guidance; takes and relays messages and/or direct calls to appropriate personnel; returns calls as necessary.

Employee Development:

- May guide and train subordinates on proper procedures and protocol of the department; shows best technique to accomplish tasks and provides technical assistance as needed.
- May review documents produced by subordinates to ensure accuracy; discusses errors which may arise and recommends method for corrective action.

Administrative Duties:

- Maintains current field and code manuals, policy and procedures, employee handbooks, various maps, etc., for reference and/or review.
- Substitutes for co-workers in temporary absence of same; may represent and/or substitute for supervisor; performs flexible unit assignments as needed in emergency response.
- Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental and city operations, to promote improved job performance and to stay current with changing state/municipal policies, procedures, codes and criminal/civil case law.
- May perform general administrative duties as replenishing various forms, making copies, forwarding information to various departments, etc.; performs other administrative tasks as assigned.

Problem Identification and Solution:

- Evaluates calls to determine signals and priorities.
- Determines correct location and which units to dispatch on calls; confirms field units are responding as requested and in a timely manner.
- Ascertains services required to handle incident including wrecker, ambulance, fire, etc.; dispatches as needed.

Productivity and Accountability:

- Performs multiple tasks simultaneously; takes appropriate action when presented with a stressful life/death situation; remains calm under all circumstances.
- Monitors multiple radio frequencies while answering/handling phone calls or other radio frequencies.
- Answers multiple telephone lines; handles all 911 calls within the Atlanta Police Department jurisdiction or transfers the call to appropriate agency; handles other calls appropriately and updates call lists.
- Maintains field unit status at all times to ensure safety of the officers performing activities including working accidents, hazardous incidents, fire traffic control, pursuits, etc.
- Works assigned shifts.
- May transmit and monitor teletype messages including confirmation requests, emergency and administrative messages, inter-agency communications, etc.

Equipment Use and Maintenance:

- Operates telecommunications device for the deaf, teletype and various radio devices for communications.
- Utilizes a computer, printer, etc., to enter, store and retrieve data, to type in/dispatch calls and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.
- Operates a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports; maintains printers changing paper and ribbons as needed.
- Uses a typewriter to complete forms, documents and to type routine correspondence; uses a calculator to compute numbers for reporting purposes.
- Uses an operator's control console, automatic number and location identifier boxes and telephones when receiving emergency and non-emergency calls; operates call playback equipment recording all calls; may change recorder tape and clean the unit.

Record Keeping and Documentation:

- Completes police and EMS incident reports; prepares and files daily log books, confirmation requests, lookout data, wrecker and accident logs, and other reports and documents as needed.
- Records all calls; logs and files all teletypes; purges files monthly of older materials.
- Records information in a manpower log, dispatcher work schedule book and leave (absence) time log.

- May complete maintenance requests for equipment needing service and/or repair.

Interpersonal Relations:

- Assures suicidal callers and other distressed callers until officers' arrival to assist; calms caller and takes control of conversation.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Atlanta Police Department; works to achieve the highest level of cooperation and efficiency possible.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has general knowledge of the principles, practices and procedures of the City, Police Department and the various department operations and functions. Has general knowledge of dispatching and communication systems and local law enforcement practices, policies and procedures as necessary in the completion of daily responsibilities. Good knowledge of the geographical areas of the City. Ability to operate control console, visual display computer, terminal and radio. Ability to follow and administer policies, procedures, plans and activities and to perform to established goals. Ability to hear and understand spoken messages received over the telephone and radio. Has general knowledge of all applicable laws, ordinances, policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Ability to speak with a clear well-modulated voice. Ability to effectively communicate and interact with supervisors, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Ability to assemble information and make written reports and documents in a concise, clear and effective manner. Has good human relations, and technical skills. Is able to use independent judgement and discretion in the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has considerable knowledge of the terminology, principles and methods utilized within the department. Has the mathematical ability to handle required calculations. Is able to read, understand and interpret reports, related materials, and prepare related work as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School diploma or GED required; two years communications dispatching, or related experience required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills and abilities for this job. Must possess a Georgia Crime Information Center (GCIC) certification and be certified by (P.O.S.T.) Peace Officer Standard and Training as a Police Communications Officer. Certifications must remain valid while in this classification. Supervisory experience preferred. Must be willing to perform shift work.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and/or office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.